**JOB OPENING – EXTERNAL POSTING**

# APPLICATIONS SUPPORT TECHNICIAN (PS101277)

**DEPARTMENT:   BCWS – INFORMATION TECHNOLOGY**

**JOB SUMMARY/ESSENTIAL FUNCTIONS:** Perform daily operations functions necessary to maintain computer systems and related data processing equipment. Manage peripheral equipment and assists with utilization and troubleshooting malfunctions. Record problems which occur and places service calls.  Answer telephone calls to assist computer users encountering problems with hardware and software. Consult with vendors and employees to solve problems impeding computer processing. Work with software applications and assist users with the proper techniques and questions. Must be able to deal courteously and effectively with fellow employees and citizens. Operate under the direct supervision of the Information Technology Manager and will provide administrative support to the IT Department and others as needed. Perform diversified duties including answering incoming telephone calls, entering information and data into the computer system, drafting, editing and distributing correspondence as well as other related duties as assigned. Prepare complex reports; record management and/or retention; and general bookkeeping duties which may include use of financial software. Require strong excel skills with attention to detail for working with departmental projects. Troubleshoot existing applications and consults with IT staff for solutions on computers. Perform system maintenance functions as directed including windows and office updates and other software updates. Educate office personnel in the use of software and utilities. Maintain PC workstations. Serve as first contact for helpdesk operations. Troubleshoot hardware problems on workstations, printers, copiers and cell phones. Research technical issues as well as future products that may beneficial. Utilize existing software to keep an inventory and maintenance agreements and will be responsible for contacting technicians for equipment repairs. Perform other duties as assigned.

**QUALIFICATIONS:**
Associate Degree and three (3) years related computer experience; or High School graduate or equivalent with five (5) years related computer experience required.

Must have and maintain a valid driver's license for SC with a safe driving record.

An A+ certification preferred.

Experience with Microsoft SQL preferred.

Must be detail oriented and have excellent customer service and communication skills, both written and oral.

Must be able to efficiently complete tasks by following established guidelines/procedures with minimal direct supervision.

Clerical skills including filing, customer service, math, data entry and correct grammar usage.

Skilled in the use of general office equipment.

Departmental testing may be administered during interviews.

A criminal background check will be completed on selected applicant if a current one (less than 3 years old) is not on file.

**PHYSICAL REQUIREMENTS:**
This position requires the employee to frequently sit and use hands to handle or operate objects; and reach with hands and arms. The employee is required to walk, talk and hear.  The employee must be able to sit and stand for long periods of time.
The employee must lift and/or move up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

**SAFETY INFORMATION/DUTIES:**
Attends all required safety training, follows safety policies and procedures and uses appropriate PPE (Personal Protective Equipment) for assigned tasks.

**HOURS OF WORK/MISCELLANEOUS DUTIES:**
**This position is currently classified as non-exempt and reports directly to the IT Manager.** Thirty-seven and one half (37.5) hours per week. Normal working hours are 9:00 a.m. and 5:00 p.m. Monday through Friday with the ability to work flexible hours when necessary.  Scheduled hours/days, job location, duties and any other information contained herein is subject to change.  May be required to work extra hours and to perform extra or different duties during emergency situations.

If you are interested in applying for a position with Berkeley County Government, you will need to set up a personal account and apply online, click on "Applicant Online" from our website www.berkeleycountysc.gov and follow the prompts. For questions, contact Human Resources at 843-719-4163 (Moncks Corner); 723-3800 ext. 4163 (Charleston); or 567-3136 ext. 4163 (Saint Stephen). Computers are available in the Berkeley County Administration Building and the Libraries to apply online.

**Applications Support Technician – Grade: C24**                              **Date of Posting:  03/02/2016**
**Entry Level Bi-Weekly Pay Range: $1,150.10 -1,322.61**                    **Closing Date:   Subject to close at any time.**

*APPLICATIONS WILL NOT BE ACCEPTED FOLLOWING THE CLOSING DATE.*